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► Introduction

In early 2020, the world witnessed the outbreak of the new coronavirus - COVID-19. On 11 March 2020, the World Health Organization announced that the world was facing a pandemic which was expected to have dangerous consequences for humanity. In addition to a direct impact on health, the pandemic was expected to have economic and social consequences, exposing the fragility of health and social systems of countries, to different degrees.

Like most countries which took steps and measures at various levels to confront this epidemic and limit its spread, Moroccan government authorities took several precautionary and proactive measures to curb the spread of the epidemic. They declared, in particular, a public health emergency and asked the citizens to stay home as part of lockdown and of emergency measures. In accordance with instructions by His Majesty the King, a special fund was also set up to tackle the consequences of the coronavirus pandemic. Its objectives included upgrading the health system, supporting the national economy through the provision of assistance to the most affected productive sectors, and providing material assistance to families who have been economically affected as their breadwinners could no longer work.

The outbreak of the COVID-19 pandemic has had severe effects on all members of society and has affected all sectors. However, some segments and groups have been affected the most, particularly women. Women's organizations and networks engaged in combating violence and discrimination against women realized that at an early stage, including the Federal League for Women's Rights (FLDF). It swung into action, building on an integrated plan to contribute to limiting the spread of the epidemic and to monitor, engage in advocacy



and expose cases of violence and discrimination against women and assist them from the moment the lockdown and public health emergency were declared.

Working on the cases of violence and discrimination against women during the health crisis constituted a great challenge as well as a momentous responsibility. This is due to the sudden and unprecedented nature of the spread of the pandemic and to its complexities and composite repercussions. Realistic indicators and data are hard to work with in normal situations, let alone during crises such as the COVID-19 pandemic, during which women have been forced to remain all the time with the perpetrators of violence.

A few months prior to the health crisis, figures published in December 2019 following research work conducted by the High Commissioner for Planning confirmed that violence against women was still rampant within Moroccan society. 6.7 million women aged 15 to 74 reported having been exposed to violence. This represents a GBV prevalence rate of 57% of the total female population. Domestic violence, which includes spousal violence and domestic violence, from which 6.1 million women suffer, increased by one percentage point compared to 2009, and the prevalence of this type of violence against women stood at 52%.

The preliminary results of that research also indicated that despite its structural nature, violence, in general, declined between 2009 and 2019, as the percentage of women who were exposed to at least one act of violence decreased by 6 points, dropping from 63% to 57%.

The proportion of other forms of violence increased, including economic violence, which rose by 7 percentage points, from 8% to 15%, and sexual violence was up 5 percentage



points, going from 9% to 14%. The same trend was observed in urban and rural settings, except for physical violence, which increased by 4 percentage points in rural areas, going from 9% in 2009 to 13% in 2019.

In the context of the COVID-19 crisis, a statement issued by the High Commissioner for Planning on the occasion of World Population Day 2020, indicates that housewives were affected more than their male counterparts by mental disorders related to the COVID-19 pandemic (sleeplessness, fear, paranoid behavior ...).

At the international level, the UN Secretary-General warned that woman may be affected more severely by the pandemic and that this could impact gender equality and deepen discrepancies between men and women. He added that “for many women and girls, the threat looms largest where they should be safest: in their own homes”. The UN Secretary-General urged all governments to make the prevention and redress of violence against women a key part of their national response plans for COVID-19, which means increasing investment in online services and civil society organizations. He also called for setting up emergency warning systems in pharmacies and groceries.

UN Women indicated that the coronavirus epidemic was likely to increase gender inequality around the world. It said that in addition to the economic impact of the pandemic and women’s inability, more than ever, to secure decent work and have access to health care services, women and girls have suffered from violence during this crisis because they were constantly with their abusers, isolated from the family environment and from any institution that could provide assistance.



Aware of the aforementioned considerations, and to enhance its role in terms of supporting and assisting victims/survivors of gender-based violence, especially under the lockdown and the public health emergency, the Federal League for Women's Rights created a hotline for women who are victims or survivors of violence. Thus, call handlers' phone numbers were shared over the *Injad* Network against gender-based violence. It also sought to provide psychological assistance and legal aid to women by setting up two platforms: one for psychological assistance by specialists in the field and in coaching; and the other to provide counselling, legal aid and judicial assistance with the help of lawyers from the League's legal network.

Accordingly, during the lockdown and the public health emergency, the Federal League continued to monitor the situation, issue statements and press releases, and engage with public opinion and the institutions concerned. It undertook advocacy work on urgent matters and sounded the alarm concerning the continued prevalence of violence against women during the lockdown and the public health emergency (see documents in annex).

It should be noted that before the outbreak of the pandemic, Law 103-13 on violence against women had entered into force a year and a half in Morocco. Despite the observations the League had on that law and the loopholes it noted in it, that law remains an achievement and an important, positive legal framework in the process of establishing women's human rights and combating violence and discrimination against them. Indeed, the law criminalizes some forms of domestic violence, spells out some preventive measures and provides for some new forms of protection for victims. The law also stipulates the following:



- Imposing harsher penalties in the Criminal Code for some forms of domestic violence and considering them as crimes, such as forced marriage, squandering of money or property to avoid the payment of alimony, squandering money arising from divorce, expelling the wife from the family home, and sexual harassment in the public domain and in social media;
- Obligating public authorities to take preventive measures, including through the development programs aimed at ensuring better awareness about the phenomenon of violence against women. The law also provides for instituting special cells charged with meeting the needs of women in courts, government departments and security forces, and the establishment of local, regional and national cells in charge of women-related issues.

Despite these positive aspects introduced by Law 103-13 on elimination of violence against women, the lockdown period and the public health emergency put the law's application to the test and shined a light on some of its advantages. However, it also revealed, more than ever, the text's loopholes and shortcomings, not just as a piece of legislation but also as a mechanism for combating gender-based violence. At an earlier stage, the Federal League had pointed out those loopholes and shortcomings, and the present report provides a practical opportunity to take stock of them once again.

The present report is a culmination of the painstaking work undertaken by the Federal League and the FLDF-*Injad*. It is the result of efforts, data and conclusions regarding various aspects related to gender-based violence amid the current health crisis. It sheds light on GBV situations and cases and introduces figures, statistics and testimonies collected during



the lockdown and the public health emergency. It also provides data analysis from a gender perspective, which considers violence against women a violation of their rights. According to that perspective, the government, through its national and regional institutions, has an obligation to protect women from violence, to provide them with care, seek redress for them and punish the perpetrators.





I. Monitoring and analyzing violence against women and girls during the lockdown and the public health emergency

Gender-based violence is one of the manifestations of discrimination against women. It is a violation of their human rights and an indicator of a flaw in social relations. The latter are based on men's authoritarianism and women's perceived 'inferiority'. Crises and epidemics are factors that contribute to exacerbating women's misery and suffering due to various forms and manifestations of violence. Given the above considerations, and since the beginning of the crisis, the Federal League for Women's Rights has been aware of the problem and has mustered its energies to support women and girls, assist victims and survivors of violence and monitor all measures taken in this area.

1) Analysis of the statistics and characteristics of violence against women and girls in the light of the hotline services and psychological and legal assistance platforms

As soon as the lockdown and the public health emergency were declared, FLDF-*Injad* set up a hotline to receive calls from women from across Morocco. The number of calls received increased steadily throughout the lockdown period.

We present, in this report, statistics on incidents of violence against women and girls during the lockdown and the public health emergency for the period from March 16 through October 31, 2020.



A. Number of cases:

The aforementioned counselling platform and *Injad* centers received 1,774 calls from 1.038 women from across the country, who were reporting acts of violence. Upon analyzing the data, the Federal League for Women's Rights noticed that gender-based violence had significantly increased during the lockdown and the public health emergency. This is despite the fact that the lockdown and the public health emergency conditions did not make it possible for all women and girls victims of violence to report abuse, as shown in the table below.

Number of abused women	2019	2020	Progression	Increase
	789	1038	31.6%	1.3

Analysis of the aforementioned data clearly shows that violence against women during the lockdown and the public health emergency has increased and worsened. This is due to several factors, including:

- Lockdown conditions meant all members of the family, men and women included, share the same space 24/7; the victim was therefore constantly with her abuser;
- Prevalence of male authoritarianism: economic and psychological pressures, together with the lockdown conditions meant women and girls - the weakest link in the household - became the object of men's anger;
- The failure to apply measures to protect women and girls from violence and issue deterrent rulings in cases of violence against women make recidivism and continued abuse a characteristic of violence against women in general, and under the lockdown in particular;



- Because many breadwinners among women and girls lost their source of livelihood, especially those working in the informal sector, acts of violence perpetrated by husbands and family members increased as those women and girls were no longer able to continue spending, or meet the never-ending financial demands of their abusers, especially persons addicted to drugs or alcohol ...

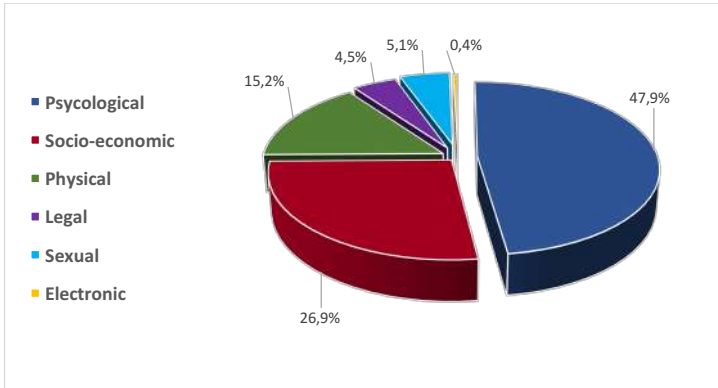
B. Types of reported acts of violence:

During the above-mentioned period, the Federal League for Women's Rights recorded a total of 4,663 acts of violence perpetrated against women and girls. They involved all kinds of abuses, but psychological violence was the most prevalent, as shown in the table and chart below:

Type of violence	Number of incidents	Percentage
Psychological	2,235	47.9
Socio-economic	1,256	26.9
Physical	709	15.2
Sexual	237	5.1
Legal	209	4.5
Electronic	17	0.4
Total	4,663	100



Types of violence (%)



As we can see, from the aforementioned figures, topping the list of the types of violence suffered by women during the lockdown period and the public health emergency was psychological violence. It involved all types of psychological abuse, such as insulting, cursing, humiliation, ill-treatment and all forms of threats. This is probably due to a fundamental reason, namely that psychological violence is inherent, in most cases, to other forms of violence, especially physical and sexual violence. There were other instances where only psychological violence was perpetrated. The number of acts of psychological violence against women during the lockdown and public health emergency was higher. Women faced stress due to fear of the epidemic and an uncertain future as was confirmed by the High Commissioner for Planning in a statement released on July 11, 2020. The High Commissioner confirmed that housewives suffered from pressures related to the threat of COVID-19 more than their male counterparts. In addition to the above psychological stress, women also suffered from violence perpetrated by men.



Then, there is economic and social violence, which has, in turn, significantly worsened during the lockdown and the public health emergency. It should be pointed out, in this respect, that the failure to provide for women and children topped the list of the types of abuse suffered by women. In addition, as courts stopped working during the lockdown and the public health emergency, women's cases relating to alimony and other divorce-related entitlements could not be prosecuted, and the result was women left without resources.

The Federal League for Women's Rights also noted an increase in cases of socio-economic violence against women during the lockdown and the public health emergency. There were numerous signs of this kind of abuse. It was one of the reasons that exacerbated vulnerability and poverty among women in view of the fact that a large number of women were breadwinners working in the informal sector – a sector in which even the minimum conditions for decent work, health requirements and social protection are lacking.

The Federal League for Women's Rights noted many instances of economic violence during the lockdown and the public health emergency. Thus, many women could not benefit from the assistance which public authorities put at the disposal of needy families whose breadwinner had been forced out of work because of the lockdown. This was due to several reasons, particularly the following:

- ▶ In many cases, women are the actual breadwinners, even though the husband is the head of the family according to administrative documents (RAMED...);
- ▶ Contrary to the law in force, many employers, business leaders, production units, agricultural estates and enterprises fail to register women workers with the social security institutions;



- ▶ Large groups of women are excluded because their effective contribution to the household economy and their management of home or family affairs, either through household, domestic or other kind of work, or any other business or trade whose economic value is not formally recognized, or their work in the informal sector (women working in public baths, women street vendors. etc.) are not accounted for.

According to the findings of the recent research carried out by the High Commissioner for Planning, whose preliminary results were published in 2019, **“economic violence has increased by 7 percentage points, going from 8% to 15%. Economic violence represents 12% of all domestic violence”**. **“34% of the acts of violence in the workplace are due to economic discrimination”**.

With 709 acts of violence, or 15.2% of the total reported cases, physical abuse ranked third, including the case of a murdered woman and an attempted murder.

Based on the results of the research carried out by the High Commissioner for Planning, whose preliminary findings were published in 2019, the Federal League for Women's Rights noted that “violence in general declined between 2009 and 2019. Thus, the proportion of women who suffered from at least one act of violence dropped by 6 percentage points, down from 63% to 57% for the age group 18 to 64 years, which was covered by the 2009 research”. That research published data and conclusions concerning various degrees of violence against women. However, it did not address a serious phenomenon, which is the killing of women. This is the most severe form of violence against women, but no statistics or interpretation of that abuse were provided. The same applies to some judicial statistics that are not listed under gender-based violence. In addition, many media outlets see these abuses as



criminal offenses and report on their ugliness as well as their repercussions but fail to present them as cases of violence against women.

Having monitored many cases of gender-based abuse, having been engaged in advocacy work and having provided legal, judicial and humanitarian assistance and support to the families of murder victims, the Federal League stresses that the killing of women is a most serious offense against women. As such, the killing of women needs to be monitored and scrutinized in order to determine its actual scope, circumstances and evolution. Most of the time, the act of killing is the culmination of a series of abuses (psychological, physical, sexual ...) that end up with murder. Therefore, through the monitoring and analysis of this phenomenon, the aim is to come up with adequate protective measures that can save the lives of women who are victims of violence, preserve their right to life and address the phenomenon seriously while rallying all the actors concerned to condemn it.

The proportion of sexual violence was 5.1%, with many cases of spousal violence reported by women via the hotline.

The platform also recorded 17 incidents of electronic violence. This figure does not reflect the reality of this type of violence since women cannot report this type of abuse and they simply change their phone numbers or social media accounts. As with other forms of gender-based violence, the failure of women and girls to report abuse is due to the fact that they are held responsible for the violence committed against them and are blamed for daring to talk to men and enter into relationships through social media.

As regards this type of abuse, which is associated with the technological progress mankind has witnessed, the figures



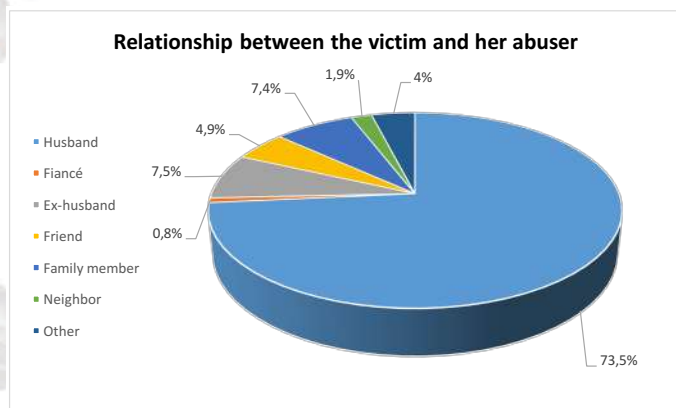
published in 2019 by the High Commissioner for Planning indicate that its prevalence rate is 14%, or approximately 1.5 million women victims of electronic abuse through e-mails, phone calls, text messages, etc. The likelihood of falling victim to this type of abuse stands at 16% for women in urban setting, 29% for girls aged 15 to 19, 25% for women with a higher education level, 30% for single women, and 34% for high school and college students.

The same source indicates that in 77% of cases, this type of abuse is committed by an unknown person.

The remaining cases are distributed in equal proportions, i.e. approximately 4% each, between people who have a relationship with the victim, especially the partner, a family member, a colleague at work, a fellow student or a friend.

C. Relationship between the victim and her abuser:

Relationship/ Number	Husband	Fiancé	Ex- husband	Friend	Family member	Neighbor	Other	Total
Number	776	08	79	52	78	20	43	1,056
Percentage	73.5	0.8	7.5	4.9	7.4	1.9	4	100





The above-mentioned proportions show that spousal violence was the predominant type of violence during the lockdown and the public health emergency, accounting for 81.8% of all cases. It includes abuse perpetrated by the ex-husband, showing a continuation of spousal violence although the marital relationship had been terminated.

With the outbreak of COVID-19, homes are supposedly the safest place to be. However, that has not been the case for women who have suffered from all types of spousal violence, with all the repercussions on their physical and mental health.

The widespread spousal violence noted during the lockdown period and the public health emergency is but a reflection of the exacerbation of this type of abuse. According to the figures of the High Commissioner for Planning for the year 2019, the prevalence of spousal abuse stands at 46%, or 5.3 million women aged 15 to 74 who are victims of violence perpetrated by a husband, an ex-husband, a fiancé, or an intimate partner. The groups most vulnerable to spousal violence are married women (52%), young women between the ages of 15 and 24 (59%), women with an average level of schooling (54%) and unemployed women (56%). Seven out of ten acts of spousal violence (69%) were cases of psychological violence, 12% economic violence, 11% physical abuse, and approximately 8% sexual violence.

The same research indicates that 57% of women - against 21% of men - believe that the marital home is the place where women are exposed the most to violence. Also, 69% of women, and 58% of men, consider that violence in the marital environment has increased during the past five years.

According to the same source, 73% of divorced women believe spousal violence has increased, compared to 61% for both



women who suffered from spousal violence and women in rural settings, and 63% for women with secondary education.

That proportion is highest among divorced men (64%), men aged 45 to 59 (61%) and active workers (59%).

Spousal violence is legitimized in society through various perceptions and stereotypes. They are promoted by a patriarchal type of reasoning, which is reflected by various means of social upbringing, particularly the family and educational curricula... This conclusion is confirmed by analytical work of the research whose preliminary findings were published by the High Commissioner for Planning in 2019.

Thus, 38% of women and 40% of men consider that a woman's tolerance of spousal violence is acceptable to preserve family stability. That proportion stands at 53% among uneducated women, and 9% among women with higher education. The proportion stands at 50% both among divorced men and uneducated men, and 48% among men in rural settings.

As regards the reasons why a marital relationship continues despite abusive conduct on the part of the husband, 77% of women and 72% of Q< believe the main reason is due to the couple having children, whereas 11.5% of women and 4% of men consider that it is due to women lacking financial resources. As for the proportion of those who believe in religious considerations as a major reason for women's putting up with violence, it does not exceed 1.3% among women, and 2.4% among men. Similarly, 48% of women consider that spousal violence is a family affair that should not be disclosed or shared with others; that proportion is even higher among men (70%).

Widespread spousal violence during the lockdown period and the public health emergency, as well as in normal times, poses several challenges. They relate, on the one hand, to Law 103-



13 on violence against women and the measures it contains, which are designed to protect victims and shield them from the violence they are constantly exposed to in spaces where they should presumably feel safe and secure. This law remains inadequate when it comes to protecting women, or even criminalizing some acts of violence from which women are suffering in silence, particularly sexual abuse against wives, especially marital rape.

On the other hand, the high incidence of spousal violence raises the responsibility of the state regarding the actual implementation of Law 103-13 on violence against women and the measures designed to protect them, especially restraining orders and the provision of shelter for victims and survivors of violence. Those measures were supposed to be applied automatically by the public prosecution during the lockdown and the public health emergency even before cases were referred to court in case legal action was undertaken. The aim is to ensure the security of women and preserve their lives.

The exacerbation of spousal violence during the lockdown and the public health emergency also raises the state's responsibility as to the existence of an integrated system of care for victims and survivors of violence. The goal of such a system is to protect women through rapid, decisive interventions as well as effective coordination between the stakeholders concerned. Better still, it should contribute to developing effective and efficient public policies, with appropriate budgets for actual implementation and activation.

Cases of violence stood at 7.4% and included acts of violence perpetrated against women by a family member. Many girls reported abuse by brothers or fathers during this difficult period. Family violence also includes abuse by members of the husband's family.



D. The services provided by FLDF-Injad during the lockdown and the public health emergency:

The FLDF-*Injad* Network against Gender-Based Violence continued its action to combat violence against women by providing support and assistance to victims and survivors of violence throughout the difficult period of the lockdown and the public health emergency. Thus, and as a contribution to alleviating the effects of violence on women and girls during the said period, it provided assistance to callers through a hotline and offered psychological assistance and legal aid. The range of the services provided is detailed in the following table.

	Number of services	Percentage
Hotline services	1,774	40.6
Legal counselling	1,135	26
Counselling by a lawyer	509	11.7
Introducing complaints on behalf of women	188	4.3
Psychological support	172	3.9
Coordination with public prosecutor's offices	160	3.6
Coordination with the judicial police	97	2.2
Coordination with hospitals	40	0.9
Coordination with civil society	64	1.4
Coordination with local authorities	36	0.8
Coordination to secure shelter	119	2.7



Coordination with National Mutual Aid	38	0.9
Accompaniment	28	0.6
Total	4,360	100

The Federal League for Women's Rights notes that, in general, coordination between the various actors involved in providing care to women and girls victims of violence was positive. Stakeholders, each in their field of competence, engaged with one another to facilitate women and girls' access to the services available during this exceptional period. The latter required greater efforts on the part of everyone to mitigate the effects of violence on women and girls.

One of the services which proved to be both important and urgent, during that period, was providing shelter as one of the mechanisms for protecting women from violence. Although the public authorities concerned tried to find temporary solutions to accommodate women by resorting to social care homes, student homes and other similar facilities, those were temporary solutions. They raise the question about the measures taken before the pandemic and those to be taken after to ensure this crucial service in conditions that take into account the specificity of violence against women. Also, an intervention strategy needs to be developed and must be rooted in the gender and human rights approach to make sure the services provided are fully consistent with the rights of women and girls who are victims or survivors of violence.



2) Disclosures by abused women and call handlers' testimonies during the lockdown and the public health emergency: painful stories

However, alarming they may be, the figures and statistics reported cannot begin to depict the ugliness of the violence perpetrated against women and girls, or the horrible suffering and pressures women endured. Call handlers virtually lived that experience with them through calls that, on many occasions, continued until very late in the night. To give a clearer idea of the situation, the present report includes the stories of some women's experience with violence as well as testimonies by call handlers, who share details and specifics of support and assistance provided to victims of violence during the lockdown and the public health emergency. All names mentioned in these painful testimonies are pseudonyms.

..... “ **First story : A three-pronged agony** ”

Nadia had to grapple with three scourges: domestic violence, malignant cancer, and the COVID-19 public health emergency. She made a distress call through the *Injad* platform and was put through to a specialist for help. Nadia kept repeating her words from the beginning: she was suffering from forgetfulness because of the harm and hardships she had to endure, physically and emotionally, throughout a marriage that had lasted for more than ten years. Her ordeal began with multiple forms of violence inflicted on her frail body, leading to a permanent disability in her back. That constrained her movements and limited her ability to look after her children, especially the middle one who suffered from cancer. He required greater effort, and the husband was almost never there. When he showed up, it was only to abuse her. She had to bear, alone, the trouble of going once a week from the town of Fquih Ben



Salah to Casablanca. Initially, she used an ambulance to take her young child there.

Although she had, in the past, stayed for several nights at the hospital with her young son, one day she was told she could no longer stay with him. She was unexpectedly told that she had to leave him and had, once again, to seek assistance, this time she was looking for a shelter for herself and her young son. There was no way she could travel, because of the public health emergency imposed by the coronavirus epidemic. While she was staying at the shelter, her husband's wild imagination led him to suspect that she was cheating on him and in each phone call he would heap insults and contempt on her.

After coming back from the hospital, on the afternoon of a Ramadan day, she shouted: "Help me, he's going to kill me". She asked for help, for relief from the oppression she was enduring, which threatened her safety and that of her young children. Police intervention was slow but efficient, thus shielding her from the terrible violence she was suffering from. The social worker could, at last, breathe a sigh of relief: she was the one helping and assisting Nadia. She was her only refuge throughout her three-pronged ordeal.

..... **“ Second story: The daughter of the Sahara ”**

The night watchman, a retired soldier, was used to assaulting his wife and mother of his four children. He subjected her to all forms of abuse since their marriage. The wife was trapped in a vicious circle that started with her refusal to submit to violence, only to end with backtracking and declining to take any action due to the family's systematic insistence on reconciliation. The soldier concerned had done the same with his ex-wife. He became adept at inflicting abuse and kept it up with his second wife, who was about to turn forty. This time, the violence got



even more vicious. It first hit her with a stick and went on to practice the ritual of slaughter, from vein to vein, in front of his children, who were not accustomed to such a horrible scene – not even during the Eid al-Adha holidays. Then the husband fled the crime scene, leaving the city and the neighborhood shaken to the core. Upon hearing the tragic news, people were divided between those who condemned the crime and others who looked for an explanation - as if violence could be explained away! Nothing could possibly explain or justify such horror! A few hours later, the perpetrator was arrested, but he had already left a deep wound seared in the memory of his young children, the eldest of whom was nine, and the youngest just three years old. Thus, the name of the woman from Guelmim was added to the list of this homeland's martyrs: women victims of violence. We therefore reiterate our plea and demand for due protection, for eradication of violence, once and for all, to prevent any more tragedies, which we have not been able to prevent due to the incapacity of Law 103.13 to provide women with anticipatory measures of protection.

..... **“ First testimony: Call handler S.A. ”**

In all matters relating to gender-based violence inside the associations' helpline centers, a key element of the process goes unnoticed. No one among those who talk about violence-related issues knows who the call handler is - that black box into which abused women empty their worries, their pain and the details of their living hell.

S.A, a call handler working at *Injad* hotline Center against gender-based violence had this to say: I have worked as a call handler for many years. However, my experience during the lockdown and the public health emergency was painful, but also motivating and challenging for me . The abused women's calls for help were more intense than before, their suffering



heart-wrenching. To them, I was the savior, the path to deliverance, the light that flickers from afar and illuminates the path for women whose frail bodies were exhausted by all forms of violence - women seeking my help, asking for it.

I did everything I could to find a shelter for a woman, write a complaint for another, or contact the police for a third woman, who wanted to go back to the marital home, or help a fourth, who wanted to go to where her parents lived, to escape the husband's oppression and tyranny, under very harsh, exceptional and unusual conditions. It was a race against time to find suitable solutions for most of them. I had to deal with the pressure of time, bureaucracy and excessive administrative procedures in certain departments, with landlines that did not answer, on-call services that did not help... The aggravated suffering behind the closed doors imposed by the lockdown and the public health emergency required greater efforts on our part to do our job and live up to our responsibility towards abused women. Each case required a week to process and contact the many stakeholders involved.

Our life, during the lockdown and the public health emergency, no longer belonged to us, but rather to the survivors of violence. There was no time to rest, no specific time for going to bed. Even preparing food and taking one's meals had become intermittent because we had to respond to the calls of abused women who were lucky enough to have a mobile phone, or those who had to wait for their husband to leave the house to contact us. They were begging for help: "Please save me. I will kill myself suicide if this situation does not change". Another woman would say: "Please I want to go to a shelter. I can no longer tolerate living with him. He'll kill me, I swear to God".

My humanity and my deep belief in the cause were stronger than my desire to get some rest. How could I rest when some



women could not find a loaf of bread to feed their young children, or enjoy a few moments of peace to go to sleep. There was immense suffering. There is no way to describe it or summarize it in a few lines. It is impossible to describe those feelings, however hard you try to choose the right words, the right expressions... ”

..... “ **Third story: Najwa** ”

The examples of despicable violence are plenty. It could be Najwa’s experience, a permanent disability, or the murder of loved ones. Najwa had to go through the horrendous ordeal of the killing of her loved ones. Like a walking skeleton, with a blank stare, the eyes dried out from tears, Najwa told her excruciating story, going back a little in time before the tragedy. Najwa was an ambitious young woman who enjoyed financial independence, had her own her shop and a car. She chose to seek emotional stability, raise a family, like other women, and have children.

She got married and had three children. Her youngest child was two years old, and the eldest was eleven. Sadly, she embarked on a journey characterized by multiple forms of violence. It brought to a halt part of her activity. She was beaten, insulted and humiliated by her husband. Initially, she chose not to disclose her ordeal and sought to give a different image to her family and friends. She used to convey a positive image to people, whereas the reality, inside her home, was one of oppression and humiliation.

There was much pain and suffering in the young woman’s heart, so much so that she eventually started confiding in some of her relatives - her sisters and her aunt - and complained about what she was enduring. Then she went one step further, hesitantly lodging complaints with the competent authorities.



However, as she was scared, she backtracked. She used to withdraw her complaints and go back home to face not just more humiliation, but repeated threats by the husband to take the children away and go to the United States, since he and the children had American citizenship. The abuse became greater under the lockdown and the spread of the epidemic. One day she sought the help of aunt, who thought that it was going to be like the previous times. She had no idea that Najwa was so desperate that she would put an end to the life of her three children. Najwa, like all the others, questioned Law 103.13 about its role as a mechanism to fight violence and about the measures needed to protect women from violence and its dramatic impact on them and on their children.

.....“ **The fourth story: the girls’ mother** ”

The voice coming through the telephone was beautiful, but it concealed much anguish and sadness. Women were asked to tell, through the hotline, the violence inflicted on them through the lockdown. This was not the voice of an uneducated or unemployed woman. Rather, it was the voice of a teacher in higher secondary education, who was a family education coach. No wonder, the horrible violence affects women from all segments of society.

It was destiny and the lockdown conditions imposed by the spread of the terrible epidemic that brought her closer to her cheating husband. Throughout their marriage, he resorted to various forms of violence, insult, humiliation, contempt, economic exploitation and marital infidelity. The straw that broke the camel’s back was in the form of a message from one of her friends, who was a victim of sexual harassment by her husband via social media. The girls’ mother decided to check her husband’s phone to see if he was cheating on her. Her fate was no different from the previous times: multiple forms of



abuse, including insults and the worst forms of disgrace and contempt. She therefore decided to find a solution to all that humiliation. After having funded the education of her three girls - the first now an engineer, the second a medical student, and the third a mathematical sciences student in the first year of the baccalaureate - she decided that she would no longer put up with that violence-laden journey. It was time to end it and to find answers to the many questions that raced through her mind as she talked to the call handler and to the social worker over the hotline and the psychological support platform. The counsellors were quick to provide all the necessary legal advice and guidance. Before that, they had listened carefully to her painful story, and the path to deliverance was finally clear.

..... **“ Second testimony: the call handler N.M ”**

“Since the lockdown and the public health emergency had been declared, my phone almost never stopped ringing. Calls would start around seven in the morning and sometimes continue after midnight, all days of the week, including Saturdays and Sundays. Women called, asking for help. On many occasions, I gave up precautionary measures against the dreaded coronavirus and engaged actively in paperwork and contacts. I would go with the victim, accompanied by police gendarmerie officers, to her home to return her to the marital home, get her child or retrieve her belongings. At other times, I would go with the victim's family to another province in order to check how procedures were progressing. Sometimes, I would feel immensely proud that I was able to help save a woman from double forms violence and bring her back to her family, or I would manage to find a shelter for a woman and her child, who otherwise may well have gone homeless because of the conditions imposed by the epidemic. Indeed, there were



few shelters, and most of them were located in Casablanca and its surroundings. On other occasions, I would feel deeply frustrated, helpless, almost crushed when I came up against a wall of silence, like courts that would not answer calls, or administrative departments that did not bother to set up on-call services. I became frustrated when I received calls, after midnight, and all I would hear are whispers and weeping by a woman who contacted the association and sought my help, asking me to save her and take her back to her family, or else she would commit suicide, after a first failed attempt to take her life. In such circumstances, I became a psychological therapist, promising that things will work out. I would try to buy time, until daybreak, in order to start the endless contacts...

I would tell the psychologist: 'Please help and call this number, the victim does not have money for a top-up and she needs immediate psychological assistance. To a lawyer, I would say: 'Please, this woman needs legal aid'. As the hours pass by, my day would end either with a victory or a lump in the throat...

..... **“ Fifth story: Nisreen / or suicide ”**

Each time, Nisreen used to go back to her parents' home with visible bruises and marks around the eyes. She was heart-broken because of the sheer weight of oppression. She would go back to her family home with her two young children, but it was there that she had had her first encounter with violence. Her mother, now in her fifties, had to suffer the same kind of abuse. That was one of the reasons why she accepted to get married while still under-age. It was a way for her to escape all that violence in the family home. Surprisingly, in her marital home, the opposite happened: the abuse turned out to be even greater. She was twenty-five, the prey of a rabid husband who was heavily addicted to hard drugs. She endured multiple forms of abuse: beatings, humiliation and demeaning. Whenever



she sought a respite, in the safe embrace of her mother, she inevitably had to return to the marital home in order to avoid the wrath of her addicted husband. After some semblance of reconciliation, it would all start again. After a while, Nisreen realized that her many complaints would remain on the shelves, leading nowhere. She therefore decided to take matters in her own hands and put an end to all that suffering. She decided to leave behind her six-month-old baby and his brother of two and a half years. Nisreen died, after falling into a coma. She had once told her devastated mother that she wanted to throw her children into a valley to spare them the trauma of her absence.

..... “ **Sixth story: A scream** ”

A scream for help addressed to the family at the time of the lockdown: «He will kill me». That was the cry for help by Fadwa, a woman in her twenties. Because of outdated local customs, the girl from Fquih Ben Salah had to drop from university, after receiving her baccalaureate degree, in order to get married. In her marital home, she had to comply with stringent rules set by an authoritarian husband. In their first night together, he set internal rules and many conditions she had to observe, including never asking why he was late and immediately consenting to his wishes for unconventional sex, even against her will. As for matters relating to her needs and personal things, all she could do was tell his parents.

One day, under the lockdown, the violence became too much to bear. She could no longer put up with it, particularly as he threatened to kill her. The young woman became terrified and she sought her family's help. This time, no reassurance was possible: it was now a matter of life and death.

The *Injad* social worker was surprised to hear someone knocking on her door. This was quite unusual under the lockdown since no visits were allowed. Two of Fadwa's relatives stood there,



seeking help to save her life after the death threats she had received. Her relatives also received threats of retaliation at the slightest attempt to visit her. A series of frantic contacts and calls followed through the platforms of the Public Prosecution, the judicial police and the administrative departments concerned to give her permission to leave and join her family home in a different commune. Everyone could at last breathe a sigh of relief after a day of tension, anxiety and fear.

Fadwa vowed to resume her schooling, considering that the university is the natural place for her to be after her deliverance and the completion of divorce proceedings.

..... **“ Third testimony: Call handler F.S. ”**

Working on a hotline during the lockdown and the public health emergency was not easy. I was under tremendous pressure due, in particular, to great fear and anxiety because of the epidemic. Listening directly to women allows you to know the situation they are in, and you can assist them when necessary. However, there were many constraints involved in the hotline service, some of them were personal, like listening for long hours because you want to get all the details and give callers enough time to reduce some of the effects of the psychological abuse they had endured. In most cases, the caller, at first, is not the victim herself, but a family member or some other relative.

Dealing with some official institutions is not an easy task because some of them do not reply to queries, while others find it difficult to provide answers, perhaps due to an overlapping of powers. What affected me the most was the case of a young woman who was detained by her husband and his family. She was subjected to all forms of violence, was raped on a daily basis and she therefore threatened to commit suicide. That put me in a very difficult situation because I was afraid that she might carry out her threat before we could assist her.



There were also subsistence problems for those who lost their source of livelihood due to the COVID-19 epidemic. We therefore knocked on many doors and liaised with some people who were willing to provide assistance as well as with public authorities in the city. Those who needed assistance included married women, divorced women, widows and women in precarious situations, who had been excluded by most actors involved in providing public assistance during the pandemic. Some women were unable to secure permission to go out because they belonged to social groups or segments that were not recognized by society. Others did not have anything to eat. In addition, the high number of confirmed coronavirus cases in the city caused much fear and anxiety. We were afraid to contract the disease and pass it on to our family members. Still, we rose to the challenge, used our limited resources and managed to provide assistance to more than fifty women, including disabled women. This is perhaps what eased the pressure we felt as a result of listening to victims of violence. It was a different kind of experience because the violence and the suffering were greater.

..... **“ Seventh story: Rashida ”**

Rashida, several times a survivor of multiple forms of violence, always stopped action against her abuser whenever the family intervened, putting her rights on hold over many years of marriage, in the town of Berrechid. After insults, degradation and beating, Rashida this time received a punch that knocked out two of her teeth. She was no longer able to put up with violence. Because of the lockdown conditions and the spread of the epidemic, and for fear that her children might contract the disease, she was forced not to file a complaint and refrained from going to the hospital to get a medical certificate attesting to the injury in her mouth.



After each violent episode, the husband would go to his mother's house to relax, thus evading his responsibilities towards his home and children. Rashida was left to deal with the household burden alone. Her hands were tied and she was unable to disclose what she was going through. She therefore chose the hotline platform for counseling. Before that, she had given an account of her suffering and listened to an explanation of the possibilities available to file a complaint via the Public Prosecution's online platform since it was difficult to move around under the lockdown.

..... “ Eighth story: Wafae ”

More than 15 years of marriage did not spare Wafae, a 39-year-old woman originally from the city of Al Hoceima but residing in Salé, the misfortune of facing a different form of abuse. Her husband, who used to subject her to abuse and humiliation, chose, this time, to expel her from the marital home and to take her young child away from her, amid the lockdown conditions and the risks to their well-being.

Can you imagine how Wafaa felt when she was expelled from the marital home, which, by the way, never was safe? There, she had experienced a mixture of fear, distress and indignity, under the lockdown conditions. There was no girlfriend or neighbor's home she could go to; no permission to travel and enjoy the warm embrace of her family and be protected from both scourges while she pondered her own next steps to put an end to the violence.

Wafaa found herself between a rock and a hard place: between an abusive husband and the perils of the pandemic. All she could do was contact the *Injad* platform, tell her story and seek help. That is precisely what happened. She was accompanied to the administrative departments concerned in order to obtain



permission to go to her family and be protected from both evils, pending a decision - her own - that would save her from that violence.

..... **“ Fourth testimony: Call handler L.M ”**

I started working as a call handler for a GBV helpline four years ago. Although that is a short period of time, the experience has been useful and important. During the lockdown and the public health emergency, I concluded that the helpline and WhatsApp were good tools to communicate with women victims of violence, listen to their suffering and try to find solutions for them and rescue them from the bitter reality they faced. There was more widespread violence against women, expulsions from the marital home, then wives would return to the same place they had left, where no protection or safety were guaranteed. There was also widespread illiteracy among women, who could not read or write, much less use electronic means of communication. In addition to that, a number of impoverished abused women did not benefit from temporary public assistance, while others could not get permission to travel in order to be with their relatives or parents.

Listening to victims during this difficult period required greater effort and long working hours. I had to listen to victims, in certain cases several times over, that is whenever abused women felt the need to talk and share their suffering. I was always there, listening patiently to victims. So much so that I had the impression, during that period, that my life no longer belonged to me. I was at their service, providing assistance, trying to alleviate their suffering. Sometimes, I was the one making the call, to check on victims and see how they were doing. This made them happy, comforted them and raised their self-confidence as I gathered from their thanks and gratitude.



Working as a helpline operator during the lockdown and the public health emergency was both difficult and exhausting. The difficulty was essentially due to the slow pace of paperwork and of legal procedures, despite attempts to contact the institutions concerned.

I am proud of my humanitarian work that serves women's cause, especially those who desperately need help and assistance.

“ Ninth story: Hasnaa ”

Hasnaa, almost thirty, has been subjected to violence since the birth of her first child, who is now 6 years old. With only four months to go before the birth of her second child, the mother and the soon-to-be-born baby were exposed to all forms of abuse, insults and beating by the husband and his mother, in a clear attempt to cause a miscarriage. The abuse culminated in Hasnaa's expulsion from the marital home. After having subjected Hasnaa's frail body to all types of violence and ill-treatment, she was thrown out of her home, like an object whose expiry date had passed. She was stripped of all her official documents and personal belongings. Her eviction, during the lockdown, meant an even greater peril for her well-being and that of the baby in her womb. Hasnaa called the helpline and psychological assistance platform and found people ready to help and ease the weight of injustice. She was told how to file a complaint with the Public Prosecution so that justice may be done and so that she may return to the marital home, protect herself from the epidemic and think carefully about solutions.



II.Observations and recommendations of the Federal League for Women's Rights and the FLDF-Injad Network against Gender-Based Violence:

The experience with the helpline and the provision of support to a number of abused women has made it possible for the Federal League for Women's Rights (FLDF) and the FLDF-*Injad* Network against gender-based violence to uncover part of the reality faced by women during the lockdown period. It has enabled us to take stock of the efforts made and the positive initiatives undertaken, both by women's associations, networks and centers through the setting up of helplines, accompaniment, legal guidance, psychological assistance and financial and moral solidarity, as well as the important measures taken in some sectors and by some of the public institutions concerned. A case in point are the measures taken by the Presidency of Public Prosecutor's Office concerning helplines, abuse reporting via telephones and the electronic addresses of public prosecutor's offices, facilitation and promotion of mechanisms for the filing-out of complaints at the national, regional and local levels. The Public Prosecution has also given firm instructions with regard to caring for women victims of violence, access to the judicial system, universal access to platforms for the filing of complaints, prompt response in terms of monitoring and processing certain cases, in addition to the provision of temporary shelters by government authorities.

Various measures were also taken by the three branches of the judiciary, and there was also coordination with the other stakeholders involved in the justice system. A number of requests and observations made by civil society in general, and women's associations in particular, were either met or were taken into consideration. They aimed at ensuring the continuity of judicial services during the public health emergency and



facilitating access to justice for vulnerable groups, especially women and girls who are victims or survivors of violence.

Despite the significant impact of these efforts and mechanisms in terms of mitigating the effects of violence against women in these difficult circumstances, the FLDF stresses the need to consolidate those measures and mechanisms and to make sure they are efficient, given the emergence and/or persistence of problems on the ground. Some of these problems are due to legal loopholes, to issues with coping mechanisms and to interpretation of the law. Others are related to the lockdown and the public health emergency, and to the measures that had to be taken in this regard.

1) Overview of the most important observations and problems noted during the lockdown and the public health emergency:

1. As regards reporting and access to information for women who have been abused or threatened with violence:

The insufficient reporting of violence against women is one of the problems noted on a constant basis by the FLDF in the area of combating violence. According to the figures published by the High Commissioner for Planning for the year 2019, even in normal circumstances only 10.5% of women who suffered the most severe forms of physical or sexual abuse (approximately 18% for physical violence, and less than 3% for sexual violence) over the past 12 months filed a complaint with the police or another authority. That proportion stood at 3% in 2009. The proportion is less than 8% in the case of spousal violence, and 11% for non-spousal violence.

According to the High Commissioner for Planning, there are several reasons or factors which prevent victims from filing



complaints with the relevant authorities. They include dispute resolution through family intervention, fear of retaliation by the abuser, and shame or embarrassment, particularly where sexual violence is involved.

If reporting violence is difficult for women in normal circumstances, one can only imagine how hard it can be during crises, as was the case during the lockdown and the public health emergency because of the COVID-19 pandemic. The FLDF noted several difficulties women victims and survivors of violence were faced with during that period, the most important of which are the following:

- Poor access to information on the means of communication and of reporting violence because that information not circulated early, nor was it disseminated through the audiovisual media; there is also the problem of widespread illiteracy (both traditional and digital) and poverty among women, especially in rural and marginalized areas ...
- Lack of logistical means for reporting (e-mail, Internet, smartphone);
- Communication issues involving certain web portals and official phone numbers placed at the disposal of women, especially when it comes to landlines and duty periods;
- Failure to specify safe places in neighborhoods where acts of violence can be reported, such as pharmacies, grocery stores...etc.;
- The difficulty to move around, both within and between cities, prevents women victims of violence from joining their families; public authorities refuse to grant permission to travel/move around in spite of the fact that the applicable legal provisions are still in effect; sometimes



the authorities require abused women to furnish the husband's permission to travel, which is a blatant violation of the law and of women's human rights;

- Fear of transmitting the disease and lack of a health protocol to protect women victims of violence who wish to report abuse;
- Delays in adjudicating complaints and victims' statements following the reporting.

2) As regards loopholes in Law 103-13 on violence against women, and the failure to implement some of its positive provisions:

Law 103.13 on violence against women is a new conceptual framework for combating violence against women. It includes new injunctions which can be implemented immediately. The Law also criminalizes other acts such as some types of sexual harassment, insulting, defamation, prejudice to image rights and to privacy, slander, expulsion from the marital home, refusal to allow the return of the expelled spouse and coercion. The law has also introduced new procedural provisions that take into account the special nature of crimes of violence against women. It also institutes mechanisms of a care system for women victims of violence, distinguishing them from structures for children. The law has, for the first time, established a legal framework that regulates the work of structures that exist at each court level (first instance courts and courts of appeal). Law 103.13 has also set up joint committees for the various sectors involved in the field. Their mission is to receive abused women, listen to them, provide guidance and ensure accompaniment of abused women (Article 10), under the supervision of the Public Prosecution.



As part of continued advocacy work, the present report provides an opportunity to point out, once again, the positive aspects of Law 103.13 on violence against women. It is also an opportunity to draw attention to the most important issues and loopholes noted with respect to the above law, knowing that it came into force two years ago. The lockdown and the public health emergency have constituted a litmus test to check the said Law's effectiveness and application. In this regard, the Federal League reiterates its position as well as its basic complaints. More specifically:

- Law 103.13 did not include any preamble referring to the constitutional provisions that apply to combating all forms of gender-based discrimination, especially the Preamble to the Constitution as well as Article 19, which provides for parity between men and women in all civil, political, economic, social, cultural and environmental rights, and Article 22, which guarantees the physical and moral integrity of persons;
- It did not include the comprehensive normative principles related to prevention, protection, punishment and redress for victims and survivors of violence, nor did it provide for guarantees, material means and structures for shelters and for reintegration; the Law is not based on a gender approach or a women's human rights-based approach;
- Law 103.13 did not define violence against women as a violation of their human rights, as a discrimination against them and as an assault on their dignity;
- It failed to include the definition of legal violence, at a time when many women are abused in the name of the law, whether through the persistence of discriminatory laws against them, or because of non-application of the



provisions of the law in a manner that takes into account the constitutional principle of equality between the sexes; the Law is also silent on spousal violence and on new concepts of, and approaches to, the crime of rape;

- It linked the establishment of violence to the actual causing of physical, psychological, sexual, or economic harm to the woman, whereas violence, on its own, should be considered a criminal behavior without linking it to any consequence of the said harm;
- It linked the provisions on criminalization and punishment to the text of the Penal Code, even though the latter does not include specific provisions on how to deal with of gender-based crimes; the Code is based on a traditional approach and an obsolete discriminatory culture;
- The Law did not refer to any provision requiring courts to take into account all types of evidence in cases of domestic violence, nor did it establish that the victim's testimony before court may constitute an element of proof that is sufficient to get a conviction;
- It failed to refer to any financial support for the victims, nor did it clearly specify the government's role in providing support and services to victims of domestic violence, especially the provision of shelter, medical treatment, psychological assistance, legal aid, and emergency telephone assistance;
- It restricted the right of associations to bring civil actions by requiring that they be associations of public interest, that they be interested in issues relating to violence against women, and that they obtain written permission from the victim;



- It restricted the role of civil society organizations in the regional and local committees caring for women victims of violence, and made their membership in those committees subject to the discretion of committee members;
- Despite the importance of, and the pressing need for, the protective measures contained in Law 103.13 on violence against women, as confirmed during the lockdown and the public health emergency, those measures are still not applied on the ground. They require additional efforts to make them known and sensitize people about them. They also raise several questions as far as the authorities are concerned, including, for instance, the prohibition of contacting the victim: the question is how can one comply with that provision when the victim herself asks to be contacted.
- Does one have to wait for the amendment of the Code of Penal Procedure to adopt the principle of wearing an electronic monitoring bracelet, or can that be implemented using other ways? Moreover, the new law refers to alternative penalties, which do not exist in the current Code of Penal Procedure;
- It provides for the issuance of restraining orders prohibiting the person accused of violence from contacting, approaching or communicating with the victim. However, such orders can only be issued as part of criminal proceedings, or after the perpetrator has been convicted. In addition, these orders can be lifted in case of reconciliation between the spouses, and this is likely to increase the pressure on women to renounce such measures;
- The Law provided for other “protective measures” that “warn” a person not to engage in violence or dispose of



the property available in the marital home. However, the Law did not specify which authority is qualified to do so, and whether a breach of exclusive orders or “protective measures” is punishable by imprisonment or a fine;

- It made the power of the Public Prosecution to prosecute some crimes of violence against women subject to the filing of a complaint by the victim or survivor of violence;
- It did not provide, by force of law, for legal and judicial aid to women victims of violence, especially as violence against women has increased with the Coronavirus pandemic, and economic and social vulnerability among women has also worsened;
- The law is silent on the international responsibility to ensure due care for women victims and survivors of violence;
- Law 103-13 does not give specific powers to the police, public prosecutors, judges and other officials in charge of implementing legislation on domestic violence.

3) As regards the provision of shelter, enforcement of legal protection, and coordination between the stakeholders involved in providing care for victims and survivors of violence:

- Inadequate interaction and coordination, in some cases and regions, between the stakeholders involved in providing care for victims of violence at the level of institutional cells/structures, delays, at times, by some members of the judicial police (police, gendarmerie) in carrying out investigations and ensuring follow-up to complaints. This causes significant disruption in the system of providing



care to victims, with the risk of repeated abuse that can be even more severe and dangerous;

- Differences and variations from one region to another, between institutions and within the same institution, in the seriousness with which they tackle cases of violence against women and take care of victims; this is a problem of mentality, poor training and the absence of a gender approach and of a women's human rights perspective;
- Differences in implementing certain decisions, which are subjected to "personal" or "whimsical" interpretations that do not take into account the gender-sensitive approach, gender equality and prohibition of discrimination, especially as the Family Law has, since 2004, abolished the idea of guardianship and the husband being the head of the household, placing it under the joint responsibility of the spouses. Nevertheless, during the public health emergency, some decisions revived the concept of the husband being the head of the family, in a way that seriously compromises gender equality as a constitutional principle, be it with respect to receiving permission to travel/move around or obtain public assistance. This was an instance of legal violence;
- Belated measures or failure to take measures and steps to ensure the protection of women victims of violence and guarantee their physical and psychological integrity, including identifying ways and means, despite the lockdown and the public health emergency, to keep aggressors away from their victims, especially in cases of serious violence...
- Absence of support cells for women and children victims of violence in some regions of Morocco, especially in rural



areas. This underscores the lack of a local and regional dimension in matters relating to combating gender-based violence;

- Officials in charge of these cells and people who work there continue to deal with other issues as well, which raises the problem of specialization. There is also the lack of adequate training and continuous training in the field of gender-based violence, and the inadequacy of the financial and human resources available;
- As regards support units for women and children victims of violence, which are located in hospital institutions affiliated with the Ministry of Health, in most cases the specifications are only somewhat respected. Conditions for reception and counselling are poor when it comes to responding to the special needs of women victims and survivors of violence. There is also a lack of medical services for victims and survivors of violence in several areas, especially in marginalized and rural areas;
- There is a severe shortage of shelters and major variations and discrepancies at the regional and local levels. This has caused several problems with regard to transporting victims to the available centers during the lockdown and the public health emergency. As a result, some abused women had to remain at the mercy of their abuser;
- No new multi-purpose centers were created, but rather there was a “recycling” of existing institutions affiliated with the National Mutual Aid, especially “education and training centers”, where international standard requirements for shelters specifically designed for victims of gender-based violence may not be met;



- Many facilities start operating even when the necessary equipment is not there yet and also in the absence of qualified and specialized human resources;
- These facilities face the problem of a steady and sufficient budget for operation; they also need qualified human resources and a well-defined management method.

4) As regards judicial work against the backdrop of the public health crisis:

- The decision dated March 16, 2020 to suspend court hearings, except for cases involving people prosecuted in custody, juvenile matters, judicial investigations and emergency interim procedures, in addition to the decision to restrict public access to courts except when absolutely necessary - without specifying what 'absolute necessity' stands for - complicated the situation of many women. They found themselves unable to access the justice system in order to obtain their rights and those of their children with regard to alimony, housing, lineage, custody and seeking reconciliation in family disputes, including divorce and repudiation cases. In addition, suspension of court hearings concerning social issues and labor disputes has had adverse effects on the situation of many vulnerable groups, especially working women and girls who had faced arbitrary dismissal;
- Poor awareness of remote litigation services and difficulty to access those services, especially for women in difficult situations who do not have smartphones, who have no balance for outgoing calls, who have no access to the Internet, or who are located in areas where there is insufficient signal for the Internet or regular communication. There is also the problem of illiteracy and



the fact that speakers of the Amazigh language cannot seek justice in the language they understand. In this regard, the Federal League salutes a unique initiative undertaken by some local cells for the benefit of women victims of violence: they published audio-visual advertisements in the Amazigh language to introduce their services during the public health emergency, as was the case in the court of first instance in Targuist.

- Women faced a number of difficulties in their attempts to benefit from the services of the Family Solidarity Fund due to the suspension of court hearings and the inability to process files remotely, in addition to the lack of communication and awareness as to the continuation of this service despite the lockdown and the public health emergency;
- Litigants in general, and vulnerable groups in particular - especially women – were faced with several obstacles when it came to benefiting from legal aid. Indeed, most legal aid offices in courts had stopped working and no longer held their periodic meetings. There was also a lack of awareness of the possibility for processing files remotely. Also, women had difficulty obtaining documents to support their application to benefit from the assistance fund due to restrictions on movement during the public health emergency. This contributed to weak access by women victims and survivors of violence to legal aid, judicial assistance and related remedies to seek redress for the harm suffered.



Recommendations:

Based on the aforementioned, and to avoid greater, more serious exacerbation of violence against women, in normal circumstances as well as during crises, the Federal League and the FLDF-*Injad* Network against Gender-Based Violence call, once again, on the government and institutional sectors concerned to assume their responsibilities in the area of protection and due care. They invite them to draw lessons from the pandemic, and to consider the following recommendations, which are the result of arduous fieldwork carried out by counselling and legal advice centers as well as women's associations:

1. Adopt the human rights approach and the gender approach in dealing with issues of discrimination and gender-based violence; consider gender-based violence as a violation of women's human rights, consistent with Morocco's fulfilment of its international obligations in upholding women's human rights, and emphasize the state's commitment to implement the principle of "due diligence" in order to combat violence against women;
2. Develop a national, integrated multi-dimensional strategy to combat gender-based violence in accordance with a vision that seeks to build a safe, violence-free society that guarantees protection for women and provides them with quality basic services; define an overall strategic goal, which is to eliminate all forms of violence against women and girls, making sure civil society organizations are involved in developing, implementing and ensuring follow-up to the national strategy for combating violence;



3. Mainstream the fight against gender-based violence in the development programs and plans of regional and local authorities (entities and local groups); set up reception, guidance and accompaniment structures within regional and local communities for women victims of violence and make sure they play their part in providing a range of coordinated services throughout the regional/local area in cooperation with local actors (one-stop center offering multiple services);
4. Create an enabling macroeconomic framework that gives priority to government efforts in the social field, especially in the area of financing the national strategy to combat violence against women; it should contribute to reducing vulnerability, poverty and illiteracy and provide the material and human resources needed to protect different groups of women from violence, meet the specific needs of rural and Amazigh women and offer them the services they need;
5. Promote the economic empowerment of women who are victims of violence and economic and social vulnerability; make sure local and regional authorities play their part in that effort through the development of programs aimed at reducing poverty among women, in coordination with the other actors concerned;
6. Raise social awareness of the dangers and repercussions of violence and discrimination against women by promoting the role of the media in combating violence and discrimination against women;



7. Act promptly to stop the phenomenon of femicide as a type of gender-based violence; make sure statistical institutions monitor this phenomenon, raise people's awareness of its seriousness and take the necessary measures to stop it;
8. Speed up the legislative reforms needed to enshrine the principle of gender equality and the prohibition of discrimination in all legislative texts, especially the criminal law, the code of penal procedure, the family law and the civil status law. Adopt a comprehensive law on combating violence against women; this law should meet the applicable international standards, in particular the United Nations Handbook for Legislation on Violence against Women, especially as Law 103-13 does not women. This is clearly shown by the results of the research carried out by the High Commissioner for Planning: among the people who are aware of the existence of that law, 45% of women and 31% of men consider that it is not sufficient to ensure women's protection from violence. That legislation therefore needs to be improved and to include principles and norms relating to prevention, protection, fight against impunity, reparation and the integration of victims;
9. Make sure government, public institutions and their representatives do not commit any act of violence against women whatsoever; they should also guarantee that such acts are not committed, including by taking punitive or disciplinary measures against all perpetrators of such acts and punish them, whoever they may be. They should



play an effective, decisive role in reducing the scope of this phenomenon with a view to eliminating it. They should also ensure accountability for all acts of violence and take effective, decisive measures to eliminate all institutional and societal abuses that promote, justify or condone violence;

10. Promote better awareness of the provisions of laws on combating violence against women, especially Law 103-13, whose stipulations are still unknown to the citizens. According to the preliminary results of the research conducted by the High Commissioner for Planning, more than half of all women and men in the country are unaware of the existence of Law 103-13 on violence against women. More than 58% of women and 57% of men say they are not aware of the existence of this law. Those proportions are even higher in rural areas (70% for women and 69% for men), and among uneducated women and men (71% and 74% respectively). In terms of awareness of the existence of this law, there is no difference between women who have been exposed to violence and those who have not;
11. Enforce Law 103-13 and provide the material and human resources needed for its proper implementation (provision of shelters, treatment centers for abused women, psychological assistance for victims ...), and make sure there is no impunity for the aggressors;
12. Adopt measures for the Public Prosecution to systematically keep away abusers from their victims, keep women and their children in the marital home, and



seek to implement all the protection measures stipulated by Law 103-13;

13. Strengthen coordination between members of the support pipeline for women victims of violence, between local and regional cells and the committees entrusted by Law 103-13 to combat violence against women, and with the support cells for victims and survivors of violence affiliated with the National Police, the Royal Gendarmerie, the ministry of health and reception centers and shelters; create a multi-service one-stop shop to follow up civil cases and restraining orders, thereby ensuring coordination, preventing impunity and providing protection, psychological assistance, medical treatment, shelter and social assistance to women victims and survivors of violence;
14. Expand the functions of the support cells for women victims of violence at the level of public prosecution offices to include automatic counseling and judicial assistance without the need for abused women to request such assistance; create vigilance units within regional committees in charge of combating violence against women to enhance coordination between the sectors concerned and the centers and associations monitoring violence against women, and establish special mechanisms for crisis situations;
15. Strengthen the role of civil society organizations in combating violence against women; promote the action of women's rights organizations and support them; provide for appropriate means of cooperation and coordination



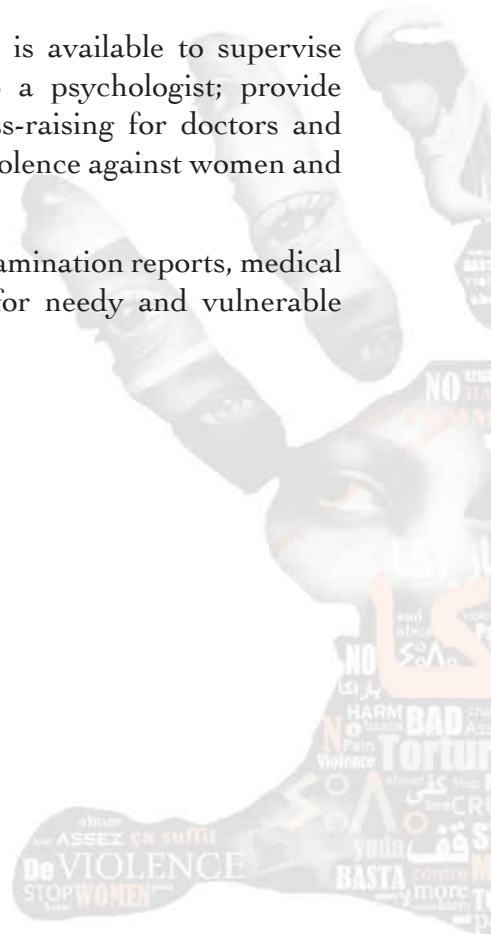
between those organizations and government institutions, and give CSOs the right to bring civil actions alongside victims and survivors of violence;

16. Ensure capacity-building for people working in the judiciary, in the legal and criminal justice professions, in the health sector and in the judicial police to meet women's needs and make sure their rights are respected; this is to be done through training and other capacity-building programs, make sure as well that the necessary human resources, equipment and appropriate facilities for effective action are available;
17. Create a comprehensive information system concerning women victims of violence, through cooperation between the High Commissioner for Planning and the national institutions concerned; make sure the information obtained from data collection and analysis is accessible, inform public opinion thereof, put that information to use and make sure women's identities are kept confidential in order to preserve their rights and avoid any harm to them;
18. Make sure the problem of specialized local shelters is solved as soon as possible and create multifunctional facilities in various regions, provinces and communes; adopt a care policy that fulfils international human rights standards in the area of caring for victims and survivors of violence;
19. Set up care units for women and children victims of violence in hospital institutions and make sure they are



available throughout the national territory, especially in rural areas and small towns;

- 20.** Make sure first aid centers play their part in combating violence against women; ensure those centers meet the conditions for adequate reception, counselling and guidance and provide them with the necessary human and material resources;
- 21.** Check that a full-time doctor is available to supervise the care unit, in addition to a psychologist; provide training and ensure awareness-raising for doctors and staff operating in the area of violence against women and gender issues;
- 22.** Make sure forensic medical examination reports, medical examinations and treatment for needy and vulnerable women are free of charge.





► **Recommendations regarding public health emergencies and crises:**

23. Adopt a new approach and more appropriate, easier mechanisms to enable women to report violence, including toll-free numbers and safe, accessible facilities in neighborhoods during crises;
24. Establish special measures to facilitate and accelerate the process of granting permission to women who are victims of violence, to those who are threatened with violence and to their family members to go from one city/town to another, or move around within the same city/town, in order to ensure their safety and protect them and their children from violence;
25. Establish a special protocol for women victims of violence to ensure their safety when moving around/traveling or staying at a shelter in order to limit the spread of COVID-19; provide disinfection and hygiene materials in reception centers and shelters during public health emergencies;
26. Adopt an emergency response plan to effectively prosecute cases of violence against women, given the severe effects of violence on victims, children and society as a whole;
27. Address spousal violence in a bold manner, given that the lockdown and the public health emergency have clearly uncovered its scope, severity, and seriousness; furnish a legal definition of that type of violence and the procedures relating to it;



28. Build on the conspicuous GBV problems noted during the lockdown and the public health emergency to improve legislation and adapt policies, strategies and mechanisms in the area of eliminating violence against women;
29. Local and regional committees in charge of providing care to women victims of violence must hold emergency and periodic meetings to lay down emergency action plans for managing post-public health emergency situations; these plans should make it possible to assess outcomes and achievements, take stock of constraints and obstacles, and propose appropriate solutions in a participatory way, within the powers and capabilities of each sector; emphasis should be laid on involving the civil society organizations and women's associations concerned to ensure successful and effective provision of care to women victims of violence;
30. Call on the authorities concerned to pay attention to communication with litigants and to informing them in a simplified language they understand in order to make sure the right to access justice is guaranteed, particularly for women, girls and vulnerable groups during public health emergencies, especially as emergency measures may constrain litigants' access to justice;
31. Invite the Presidency of the Public Prosecutor's Office to make sure legal aid offices in courts play their role by accelerating the pace of their meetings to decide on pending and new requests, and the granting of temporary assistance pending the administrative investigations required, so that vulnerable groups can exercise their



right to access justice, regardless of the difficulties they encounter in securing the necessary documents;

- 32.** Provide broad, expeditious institutional and specialized shelter services to women and girls victims and survivors of violence; facilitate their access to shelters under lockdowns and public health emergencies, and enhance prevention and safety measures in light of the spread of the epidemic.





III. Some lessons drawn from the helpline experience during the COVID-19 crisis

As part of implementing and ensuring the success of the helpline component of the Federal League for Women's Rights comprehensive plan designed to respond to the needs of women and girls victims and survivors of violence, the FLDF-*Injad* Network against Gender Violence recruited twelve call handlers and social workers to provide assistance to abused women. They published their phone numbers on a platform which the Federal League and the *Injad* Network disseminated through social media websites and some press websites.

Because of considerations relating to the lockdown and the public health emergency, this special counselling team was at the disposal of women on a continuous basis, seven days a week, in an attempt to respond to requests by women who may not have a second opportunity to call, given that they were constantly with their abuser.

In addition to call handlers and social workers, the officials and administrative staff of the Federal League and of the FLDF-*Injad* Network were also engaged in counselling, follow-up and liaising with public authorities and with the other actors involved in combating gender-based violence, especially with regard to providing shelters. This was done in coordination with the departments affiliated with the Ministry of Solidarity, Social Development, Equality and Family, with the National Mutual Aid's regional and provincial directorates and with the cells in charge of caring for women at public prosecution offices, the police and the gendarmerie.

The Federation, together with the *Injad* Network against Gender-Based Violence, set up two platforms for women and girls, victims and survivors of violence:



- The first one provided psychological assistance with the help of experts in psychology, self-development, self-accompaniment and alleviation of the effects of violence and the suffering it causes. These experts volunteered to assist abused women. They provided help throughout the lockdown period, according to a timetable prepared in advance and in coordination with the helpline call handlers. The latter were the link between abused women and the experts;
- The second platform was for legal aid and involved the network of lawyers affiliated with the Federal League for Women's Rights. There was a total of 10 lawyers, who were not only actively involved in providing counselling and legal aid to abused women, but they sponsored a number of cases, walking the women concerned through procedures, even writing complaints for them.

To provide services to a larger number of women during that period, the Federal League, through its team of call handlers, sought other ways to make the helpline better known to women. Thus, the platform was presented to various institutional and civil society actors at the regional and local levels, including local and regional cells in charge of providing care to women victims of violence. The association also used some audio recordings in Arabic and Tamazight to make the platform better known, sharing it with women's groups with which the Federal League cooperates through adult education programs or economic empowerment programs. The recordings were also shared with like-minded associations and cooperatives.

In addition, the Network used other means to introduce the helpline. It resorted to posting advertisements at some stores in the vicinity of *Injad* Centers. Some centers also resorted to enforcement officers (*moqaddam*), in view of the fact that



they reach and engage women and other citizens, inside the neighborhoods, and are therefore in a position to provide abused women with the call handlers' phone numbers.

It should be pointed out that operating the helpline remains one of the important experiences characterizing that difficult period. It enabled many women and girls, victims and survivors of violence to reach out for help and to report violence. It helped reduce suffering that may have lasted for several days for the abused women concerned, without interruption, and, in many cases, for their children as well. There were many success stories but also a great number of challenges and constraints, as is commonly the case in all human endeavors.

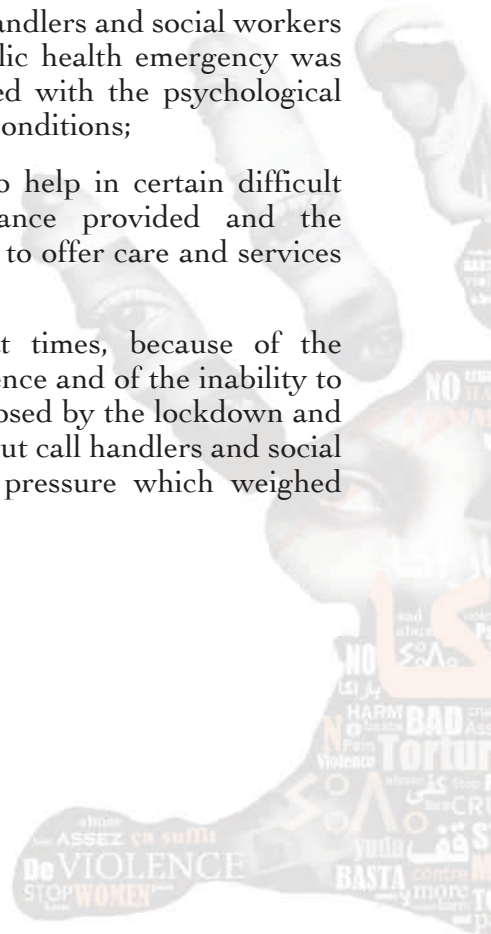
1) Successes:

- A new experience in dealing with victims and survivors of violence and with their cases; an effort was made to provide all possible services through coordination and communication with various remote actors;
- A swift response to violence against women and girls during the lockdown and the public health emergency; the Federal League was one of the first associations to set up platforms for remote counselling, psychological assistance and legal aid;
- Voluntary involvement and professional engagement by lawyers and psychologists to support and assist women and girls who are victims and survivors of violence;
- The Federal League was able to provide help and assist a significant number of women who were desperate for help and whose physical integrity was threatened due to the violence inflicted on them.



2) Challenges and obstacles:

- Burden relating to the helpline, given that there was no specific timeframe of operation due to the conditions of the lockdown and the public health emergency; the abused women' calls had to be answered regardless of the time they were made, as that was, perhaps, the only suitable time for the victim to call;
- The work of the helpline call handlers and social workers during lockdown and the public health emergency was exhausting because it coincided with the psychological pressure due to the lockdown conditions;
- The feeling of being unable to help in certain difficult situations despite the assistance provided and the coordination mechanisms used to offer care and services to abused women;
- The feeling of frustration, at times, because of the difficulty of some cases of violence and of the inability to help due to the conditions imposed by the lockdown and public health emergency; this put call handlers and social workers under psychological pressure which weighed heavily on them.





دعوة الاستماع عن بعد في إطار الالتزام بالاجتر الصحي لتقادي نفسي فيروسى كورونا المستجد

الجمهورية العربية السورية
FLDF

جمعة طلحة تطون الحسوية 1
0667.747.505 / 0663.742.754 / 0665.799.324

جمعة الارباع سلا القنيطرة 2
0614.049.914 / 0659.505.664 / 0655.492.540

جمعة الدار البرضاء - سطات- الموحدية 3
0661.712.291/0668.530.001 / 0668.589.769

جمعة وراكش - افسى 4
0689.074.663

جمعة بابى هلال - خريفرة 5
0601.345.150

جمعة درعة- تافريالات 6
0618.619.593 / 0667.843.194

ارقام الاستماع و المساعدات
الاجتماعيات التابعة للشبكة رابطة انجاد
في ربوع المهلكة المغربية رهن إشارة
النساء والفتيات ضحايا العنف لتوكيهم
من خدمات الاستماع وتسميل تواصلهن
مع اخصائيات نفسيات ومهامون
ومهاميات بالشبكة

Helpline campaign organized in compliance with the lockdown requirements to avoid the spread of the novel coronavirus

The phone numbers of *Injad* Network’s call handlers and social workers were placed at the disposal of women and girls, victims of violence throughout the Kingdom to enable them to benefit from the helpline services and facilitate communication with the Network’s psychologists and lawyers



Poster on psychological assistance during the lockdown period



منصة الدعم النفسي لفائدة النساء ضحايا العنف خلال فترة الحجر الصحي



أرقام الأخصائيات والأخصائيين في علم النفس و الكوتشينغ المتعاونين مع شبكة الرابطة انجاد ضد العنف النوع رهن اشارة النساء والقتيات ضحايا العنف لتمكينهن من خدمات الإنصات والدعم النفسي و المصاحبة الذاتية

الاسم	الأيام	التوقيت
رشيدة بودلال	من الاثنين إلى الخميس	من 9 إلى 12 صباحا من 15 إلى 17 مساء
ياسمين مرشدي	الاثنين والسبت	من 10 إلى 12 صباحا
شنتال لمراني	الثلاثاء و الأربعاء	من 15:30 إلى 18 مساء من 16:30 إلى 18 مساء
حكيمه ليار	الأربعاء والخميس	من 16:30 إلى 18 مساء
أمينة إيكوديان	من الاثنين إلى الجمعة	من 15 إلى 17 مساء
ريم الرودي	الجمعة	من 15 إلى 17 مساء
كوثر الملياري	الثلاثاء و الجمعة	من 15 إلى 16 مساء
عبد الاله لحرش	الاثنين و الأربعاء	من 12 إلى 14 مساء

لتصل بالاعصائيات والأخصائيين المرجو التواصل على: 0655.492.540/0661.712.291/0618.619.593/0665.799.324/0668-589.769



Psychological assistance platform for the benefit of abused women during the lockdown period

Phone numbers of psychologists, GBV coaching consultants and assistants working with the FLDF-*Injad* Network against Gender-Based Violence put at the disposal of women and girls, victims of violence to enable them to benefit from the helpline services, psychological assistance and self-accompaniment

Name	Day of the week	Working hours
Rachida Boudlal	Monday through Thursday	9-12am 3-5pm
Yasmine Mourchidi	Mondays & Saturdays	10-12am
Chantal Lamrani	Tuesdays & Wednesdays	3:30-6pm 4:30-6pm
Hakima Lebbar	Wednesdays & Thursdays	4:30-6pm
Amina Ikoudiane	Monday through Friday	3-5pm
Rim Erroudi	Fridays	3-5pm
Kawtar El Meniari	Tuesdays & Fridays	3-4pm
Abdelilah Lahrach	Mondays & Wednesdays	12-2pm

To contact our specialists, please call:

0655 492 540 / 0661 712 291 / 0618 619 593 / 0665 799 324 /
0668 589769



Poster on remote legal aid during the lockdown period

منصة المساعدة القانونية لفائدة النساء ضحايا العنف خلال فترة الحجر الصحي



شبكة محاميات ومحامي فيدرالية رابطة حقوق النساء تقدم الاستشارة القانونية عن بعد لفائدة النساء و الفتيات ضحايا العنف خلال فترة الحجر الصحي

التوقيت	الأيام	الاسم
من 2 إلى 4 زوالا	من الثلاثاء إلى الجمعة	ذرة فتحة شتاتو
من 2 إلى 4 زوالا	من الثلاثاء إلى الجمعة	ذرة وفاء بنتهيبة
من 1 إلى 11 زوالا	من الأربعاء إلى السبت	ذرة علي عصار
من 4 إلى 6 زوالا	من الإثنين إلى الخميس	ذرة سعد بطل
من 2 إلى 4 زوالا	من الإثنين إلى الجمعة	ذرة عبد الملعم الحريري
من 3 إلى 5 زوالا	من الإثنين إلى الجمعة	ذرة نسيبة جلال
من 3 إلى 6 زوالا	من الإثنين إلى الجمعة	ذرة زهرة دهموش
من 2 إلى 6 زوالا	من الإثنين إلى الجمعة	ذرة سلمى كيون
من 3 إلى 5 زوالا	من الإثنين إلى الجمعة	ذرة محمد عسو بلحاج
من 2 إلى 6 زوالا	الثلاثاء والخميس	ذرة زهرة هيدان

لتواصل بالمحاميات والمحامون المرجو التواصل على : 0655.492.540/0661.712.291/0618.619.593/0665.799.324/0668.589.769



Legal assistance platform for abused women during the lockdown period

The network of lawyers affiliated with the Federal League for Women's Rights provides legal assistance to abused women during the lockdown period

Name	Day of the week	Working hours
Fatiha Chtatou	Tuesday through Friday	2-4pm
Ouafae Bentahila	Tuesday through Friday	2-4pm
Ali Ammar	Wednesday through Saturday	11am-1pm
Souad Batal	Monday through Thursday	4-6pm
Abdelmounim Hariri	Monday through Friday	2-4pm
Nabila Jalal	Monday-Friday	3-5pm
Zahra Dehmouche	Monday through Friday	3-6pm
Selma Kebboune	Monday through Friday	2-6pm
Mohammed Assou Belhaj	Monday through Friday	3-5pm
Zahira Haidane	Tuesdays & Thursdays	2-6pm

To contact a lawyer, please call:

0655 492 540 / 0661 712 291 / 0618 619 593 /
0665 799 324 / 0668 589769



3. Some photos and links for media outlets that addressed the phenomenon and interviewed members of the Federal League

1. <https://www.alaraby.co.uk/>
2. <https://www.lemoment.ma/fr/2020/04/08/souad-benmassaoud-pendant-le-confinement-beaucoup-de-femmes-sont-victimes-de-violence-conjugale/>
3. <https://www.yabiladi.com/articles/details/92817/maroc-violence-conjugale-plus-signalements.html>
4. <https://elaph.com/Web/News.2020/04/1290448/html>
5. <http://kechpresse.com/details.#2496/XqcBijjhMWQ.whatsapp>
6. <https://www24.saa.ma.231256/html>
7. <https://alaoual.com/%/d8%b1%d8%a6%d9%8a%d8%b3%d9%8a%d8%a9/194502.html>
8. <http://m.alyaoum24.com.1408296/html>
9. <http://article19.ma/accueil/archives127694/>
10. <http://ar.telquel.ma/العنف-ضد-النساء-في-زمن-الحجر-ابطة-حقوق/>
11. <http://anwarpress.com/100386.html>
12. <https://www.lesiteinfo.com/maroc/violences-conjugales-pendant-le-confinement-au-maroc-ces-chiffres-inquietants/>
13. <http://femmesdumaroc.com/actualite/240-appels-pour-signaler-des-violences-recus-par-la-fldf-60279>
14. <https://bit.ly/3eVt8UO>



34. <https://www.febrayer.com/752992.html>
35. <https://aswattv.com/societe/femme/46927>
36. <http://noonpost.ma/18237.html>
37. <https://assahraa.ma/web/2020/149003#.Xsf71GXggIU>.
whatsapp
38. <https://bawabaa.org/news/318046>
39. <https://aujourd'hui.ma/societe/confinement-en-deux-mois-plus-de-1000-actes-de-violence-a-legend-des-femmes>
40. <https://allogocteurs.africa/actualites/societe/confinement-au-maroc-hausse-des-violences-conjugales>
41. <https://lakome2.com/reportage/188920>





Latifa Bouchoua,
President of the Federal League for Women's Rights



Fatiha Chtatou,
member of the Federal League for Women's Rights







2 mai à 21:56 • 🌐

كتبت المناضلة الحقوقية والرئيسة السابقة لفدرالية الرابطة الديمقراطية لحقوق المرأة تدوينة، عبارة عن صرخة، بعد أن انفطر قلبها وهي تسمع على الهاتف سيدة م...
Voir plus ...



M.FEBRAYER.COM

مكالمة بين عسولي وأخت الأم التي قتلت اولادها تكشف
المستور

Speaking from the heart, the human rights activist and former President of the Federal League for Women's Rights reacts:

A phone call between Assouli and the sister of the mother who killed her children reveals what has long been concealed from the public eye....



Morocco's News Agency – MAP:

COVID-19 : The Federal League for Women's Rights launches a violence prevention and awareness campaign



Joussour Portal:

'Initiatives under the lockdown' program: interviewing Mrs. Souad Bensaoud, Coordinator, Campaign for the promotion of responsible citizenship and the fight against violence and discrimination during the lockdown

Adresses :

Casablanca

Centre d'information et d'observation des femmes Marocaines

27, Rue Banafssage 1er étage, Mers Sultan-Casablanca
Tél.: 05.22.29.78.69 / Fax : 05.22.20.37.46 / E-mail : ciofm.flddf@gmail.com

Centre d'Ecoute et d'Orientation Juridique.

Centre Ville : Rue Rahal Meskini, Rue Abirakrak, Résidence Itab, 1er étage, N°3.
Tél/Fax : +212.522.440.724 - E-mail : Iddf_injadcasa@yahoo.fr

Mohammedia

245, Derb Chabab, 1er étage.
Tél/Fax: +212.523.31.46.74 - E-mail : Iddf_mohammedia@yahoo.fr

Rabat (Bureau Fédéral)

26 el akouass bloc DW .AV el massira CYM Rabat
Tél.: 05.37.29.35.95 / GSM : 06 61 20 98 99 / Fax : 05 37 29 36 07
Email : Iddf_rabat2005@yahoo.fr - federation_iddf@live.fr

Rabat (Bureau régional)

Lakouass bloc DW,N°26 C.Y.M Rabat
Tél.: 05.37.29.35.95 / GSM : 06 61 20 98 99 / Fax : 05 37 29 36 07
Email : fdf.brrabat@gmail.com

Salé

Rue el Arabi ben sayeh n° 18 hay el baraka el karya- Salé
Tél./fax : 05 37 83 53 06 / Email: Iddfsale@yahoo.fr

Temara

Centre entraide nationale Maghreb Arabi massira 2 Temara
Tél.: 0537 29 35 95 - 0661 86 90 30 / Fax : 0537 29 36 07 / Email : Iddftemara@yahoo.fr

Marrakech

Daoudiyat Hay Mohammadi Unité 5 N°443, Marrakech.
Tél/Fax : +212 524.311.399 - E-mail : fldfmarrakech@gmail.com

Larache

1, Boulevard Ifriquia, 1er étage, Br. N°2.
Tél./Fax: +212.539.914.672 - E-mail : Iddf_larache@hotmail.com

Fkih ben Saleh

Bd Allal Ibnou Abdellah, Rue Guergâa, 3ème étage, Appt N°1.
Tél/Fax : +212.523.435.993 - E-mail : Iddfjinjadfbs@yahoo.fr

Ouarzazate

Résidence Ozte, 2ème étage, Place Mouahidine.
Tél/Fax : +212.524.890.236 - E-mail : Iddfzate@yahoo.fr

Guelmim

Avenue 13, Boulevard Mehdi ben toumert
Tél/Fax : +212.528.770.071 - E-mail : Iddfjinjad_guelmim@yahoo.fr

Tilila

Centre d'hébergement pour femmes en situation de détresse
245, Derb Chabab C1 Rue 18 1er étage Mohammedia
Tél/Fax: +212.523.314.574 - E-mail : Iddf_tilila@yahoo.fr